

April 26, 2013

To: Executive Board

Subject: **Performance Indicators Quarterly Report**

Recommendation

Receive and file the Performance Indicators Quarterly Report.

Summary

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses; contractor reported data, and financial performance data.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings through March 2013 was 10,484,464. This is a slight improvement over ridership figures through March 2012.
- **Fare Revenue** – Total fare revenue through March 2013 was \$13,395,393 resulting in an average fare of \$1.28 per boarding.
- **Operating Expenses** – Total operating expenses through March 2013 were \$46,699,822 resulting in an average cost per service hour of \$89.78. Total operating expenditures reflect an increase of almost two percent when compared to the third quarter year-to-date FY 2012 figure.
- **Accidents** – Preventable accidents averaged 0.77 per 100,000 miles through March 2013. This is 43 percent lower than the third quarter year-to-date figures of the previous fiscal year.
- **Customer Complaints** – Foothill Transit recorded 11.81 complaints per 100,000 boardings through March. This is an increase of ten percent above the year-to-date figures through March 2012.
- **Schedule Adherence** – Through March 2013, 72.9 percent of the trips surveyed were reported on-time. This is 14 percent lower when compared to the same time period last year.

Analysis

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

Attachment A includes a summary of system goals and their respective performance indicators.

Total Boardings and Total Revenues

Total boardings in March 2013 were 1,237,114 which is essentially equal to March 2012 boardings. Year-to-date boardings were 10,484,464, which was about one percent higher than the year-to-date numbers last fiscal year.

Year-to-date fare revenues are about equal to March 2012 year-to-date totals. Revenues through March 2013 were \$13.4 million. The average fare per boarding of through March is \$1.28 which is one cent lower than last fiscal year.

Overall year-to-date expenses of \$46.7 million show an increase of almost two percent over the previous fiscal year.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

Goal #1 – Operate a Safe Transit System – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.60 preventable accidents per 100,000 miles for this fiscal year. In March 2013 there were seven preventable accidents, producing an average of 0.61 preventable accidents per 100,000 miles for the month. This is equal to the number of accidents reported in March 2012. Year-to-date accidents are averaging 0.77 preventable accidents per 100,000 miles. This is a 44.2 percent increase from the third quarter of FY 2012 at which time there were at 0.44 accidents per 100,000 miles.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

Goal #2 – Provide Outstanding Customer Service – Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule Adherence.

Complaints per 100,000 Boardings

Through March 2013, complaints have averaged 11.81 per 100,000 boardings. This is a ten percent increase when compared to the third quarter of FY 2012. In March a total of 7.68 complaints per 100,000 boardings were recorded. This is a 30.63 percent improvement over March 2012. Of the 95 complaints received during the month, 36 were related to schedule adherence. There were also 35 complaints related to operator courtesy, four related to safety, and four related to fares. The agency also received 30 compliments for the month.

Attachment D provides a summary of average Complaints per 100,000 Boardings.

Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. Year-to-date, 73.0 percent on time performance has been achieved. This is 14 percent lower when compared to the same time period last year. In March 2013 the agency achieved an average of 77.4 percent on-time performance on all lines. This is below the performance target of 90 percent and reflects a reduction of four percent from the March 2012 figure. It is important to note that during this fiscal year, Foothill Transit has transitioned from manually collected schedule adherence data to electronically collected data by our SMARTBus system.

Average Hold Time

Data available from the phone systems at our five Transit Stores and our administrative office allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The recorded average hold time of 39 seconds during March 2013 is below the performance target of 45 seconds. Through this quarter, the average hold time has been 41 seconds which is ten seconds or 32 percent higher than the same time period last year.

Attachment F provides a summary of Average Hold Time.

Average Miles between Service Interruptions

In March, Foothill Transit averaged 15,833 miles between service interruptions. This is above the fiscal year target of 15,000 miles. Year-to-date average miles between service interruptions are currently 17,346. This is 37.50 percent lower than the previous

fiscal year. The lower mileage is attributed to the year to date number of 566 roadcalls which is greater than the 347 roadcalls during the same period last year. Preventable maintenance inspection reports are being closely monitored and the issues leading to the roadcalls is being analyzed to ensure all preventative maintenance and repairs are done as scheduled and in a timely manner.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

Goal #3 – Operate an Effective Transit System – Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

Boardings per Vehicle Service Hour

Through March 2013, the agency averaged 20.2 boardings per vehicle service hour. The March 2013 figure was 22.3 boardings per vehicle service hour. The year-to-date average is two percent lower when compared to the same time period last year. The 55,562 service hours operated during the month of March are three percent below those operated for the same period in the previous fiscal year, primarily due to the additional weekday of service in March 2012. Overall, vehicle service hours are about three percent higher than those operated in FY 2012. This is expected because of the implementation of the ExpressLanes project on Highway 10 which included additional trips on the Silver Streak and Route 699.

Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

In March 2013, the agency averaged 51,243 boardings per weekday. This figure reflects an increase of six percent from March 2012 average weekday boardings. Through March 2013, average weekday boardings are at 49,904 which are eight percent higher than the previous fiscal year.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

Goal #4 – Operate an Efficient Transit System – Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in March 2013 was \$93.56. This is a 24 cents increase from the March 2012 figure. While the year-to-date cost per hour figure of \$89.78 shows a one percent improvement over the previous fiscal year, it is below the performance target of \$99.22.

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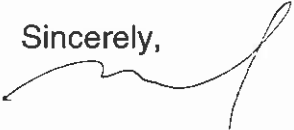
Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

Farebox Recovery Ratio

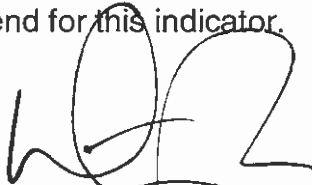
For the fiscal year, farebox recovery ratio is currently tracking at 28.68 percent and represents a two percent lower than the previous fiscal year. The farebox recovery ratio is calculated by dividing total revenue by total operating expense. The March 2013 farebox recovery ratio was 29.04 percent. This is a slight reduction from the March 2012 figure. However, it is higher than the performance target of 26.76 percent.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,



Joseph Raquel
Director of Planning

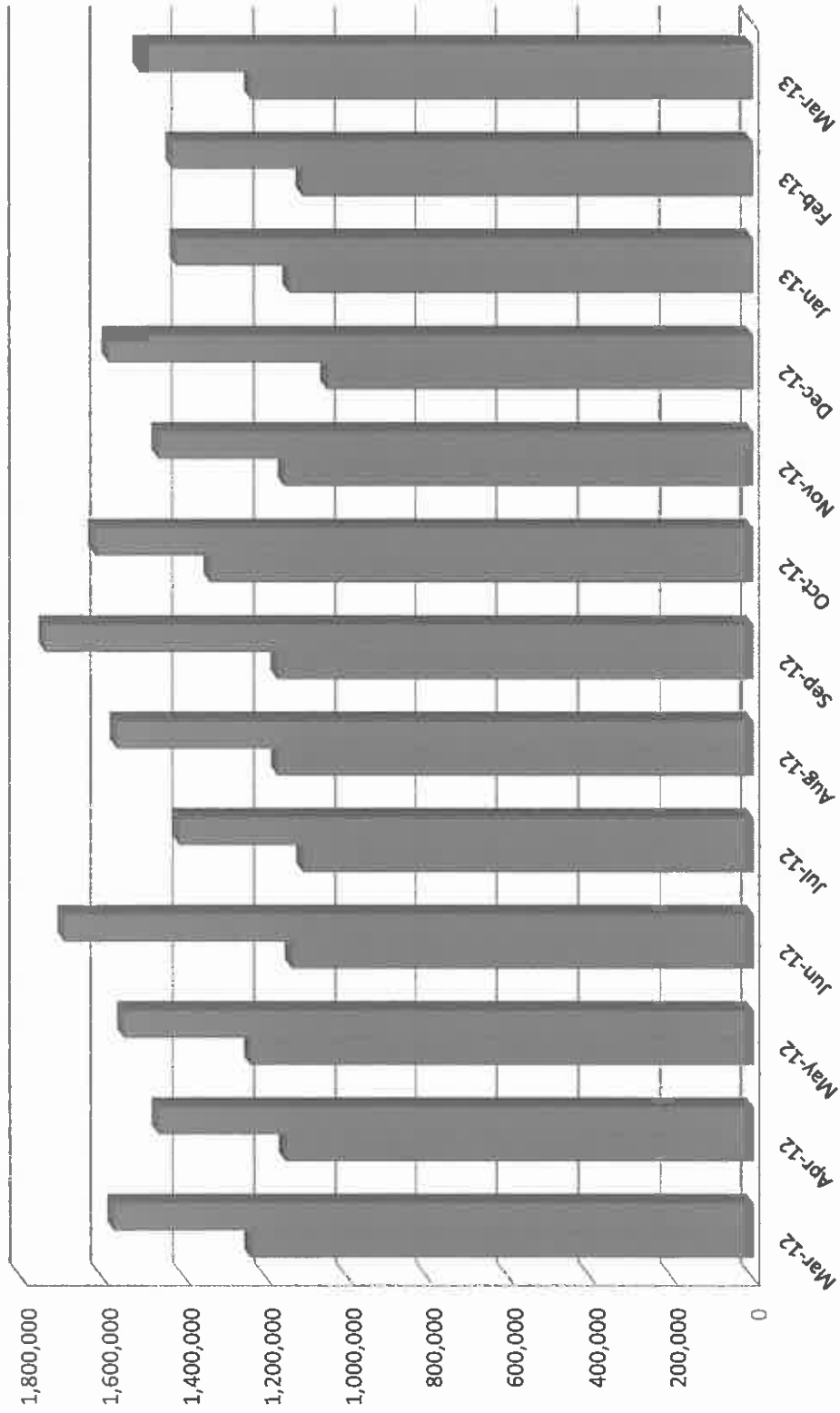


Doran J. Barnes
Executive Director

Attachment A: Key Indicators Report
March-13

Goal	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 13 Year to Date	FY 12 Year to Date	% Improvement	
Overall System Performance	Total Boardings	B	1,237,114	N/A	1,238,135	-0.08%	N/A	10,484,464	N/A	10,381,296	0.99%
	Vehicle Service Hours		55,562	N/A	57,432	-3.26%	N/A	520,153	N/A	503,553	3.30%
	Total Fare Revenue	B	\$ 1,509,495	N/A	\$1,572,799	-4.02%	N/A	\$13,395,393	N/A	\$13,437,964	-0.32%
	Total Operating Expense		\$5,198,312	N/A	\$5,359,349	-3.00%	N/A	\$46,699,822	N/A	\$45,890,911	-1.76%
Safe Transit System	Preventable Accidents per 100,000 Miles	C	0.61		0.53	-2.53%	0.63	0.77		0.44	-43.16%
	Complaints per 100,000 Boardings	D	7.68	X	11.07	-30.63%	10.5	11.81		10.70	-10.35%
	Schedule Adherence	E	77.4%		80.7%	-4.10%	90%	73.0%		85.3%	-14.47%
	Average Hold Time	F	0:39	X	0:28	-35.29%	0:45	0:41	X	0:31	-32.26%
Operate an Effective Transit System	Average Miles Between Service Interruptions	G	15,833	X	16,196	-2.24%	15,000	17,346	X	27,753	-37.50%
	Boardings per Vehicle Service Hour	H	22.3	X	21.6	3.24%	20.1	20.2	X	20.6	-2.15%
	Average Weekday Boardings	I	51,243	X	48,117	6.50%	46,000	49,904	X	45,978	8.54%
	Average Cost per Vehicle Service Hour	J	\$93.56	X	\$93.32	-0.26%	\$99.22	\$89.78	X	\$91.13	1.48%
Operate an Efficient Transit System	Farebox Recovery Ratio	K	29.04%	X	29.35%	-1.06%	26.76%	28.68%	X	29.28%	-2.04%

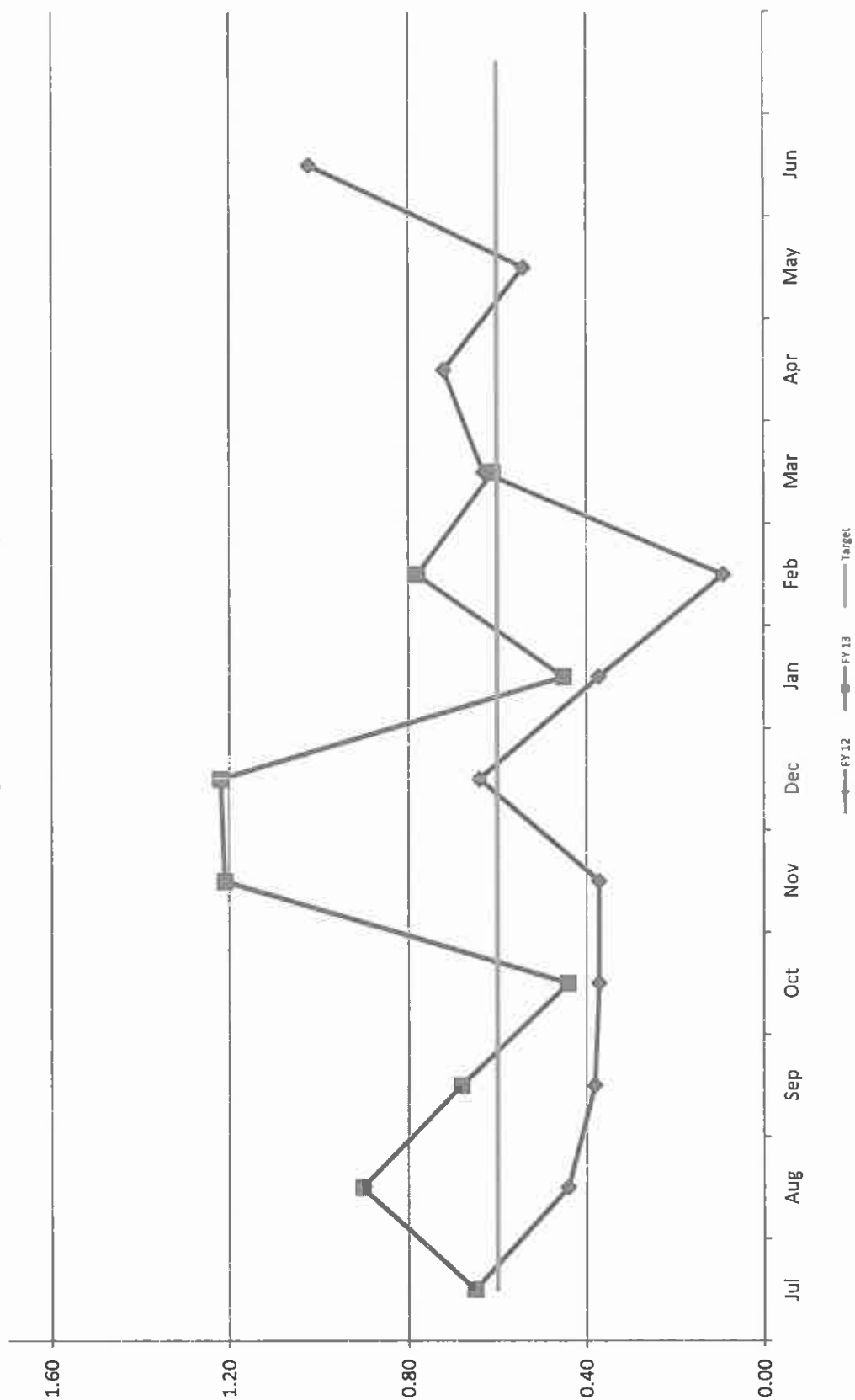
Attachment B: Total Boardings vs. Total Revenues



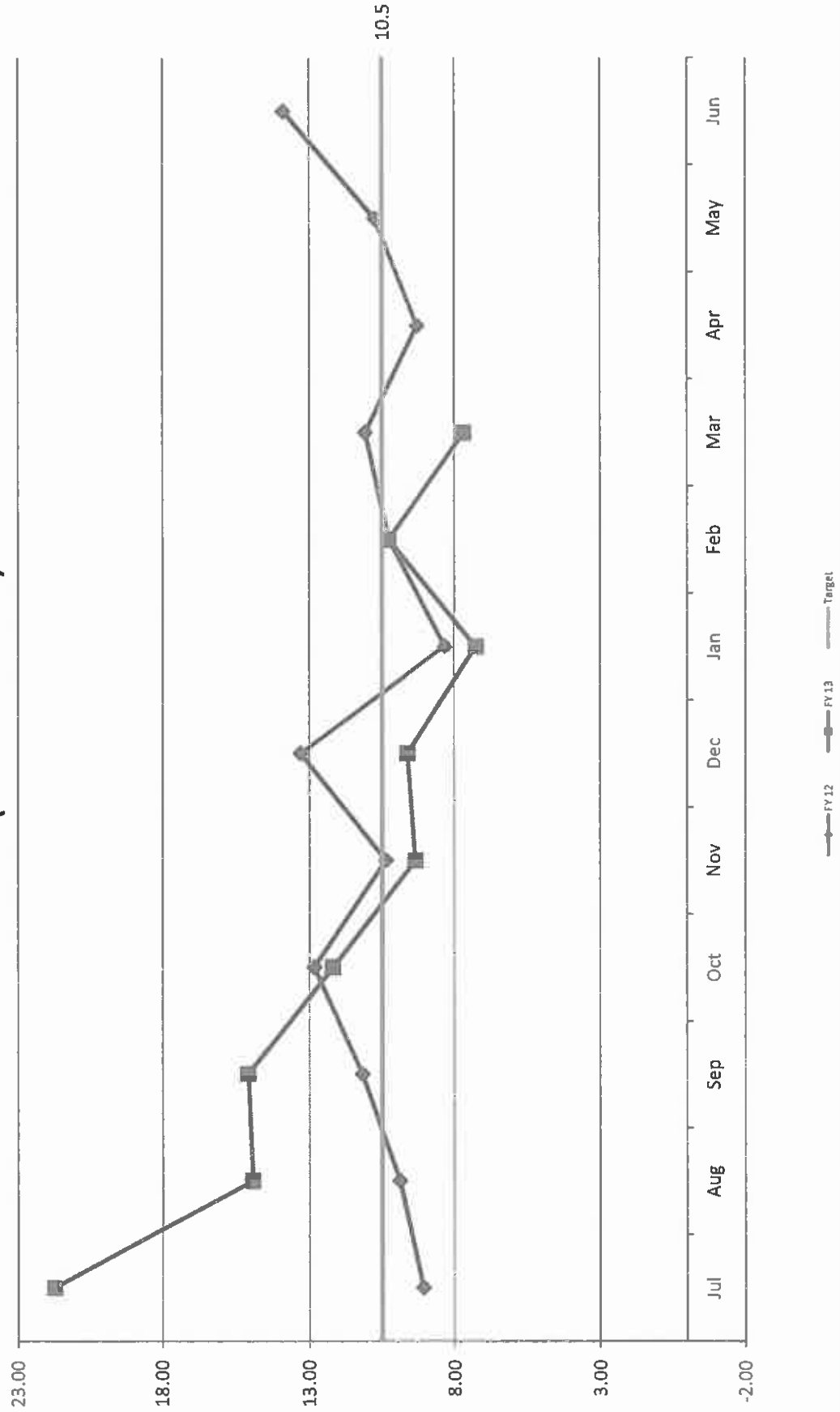
■ Boardings

■ Farebox Revenue

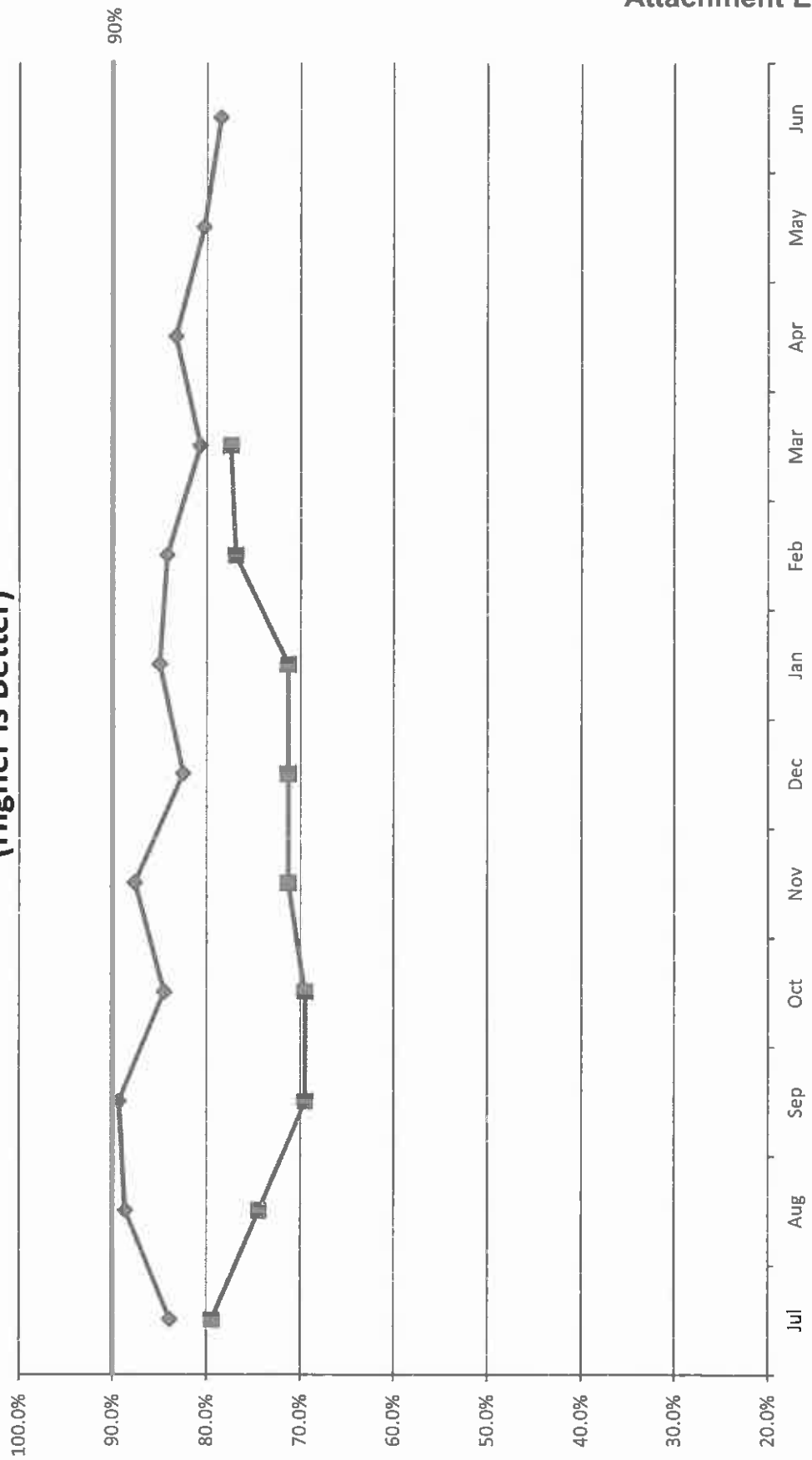
Attachment C: Preventable Accidents per 100,000 Miles
(Lower is Better)



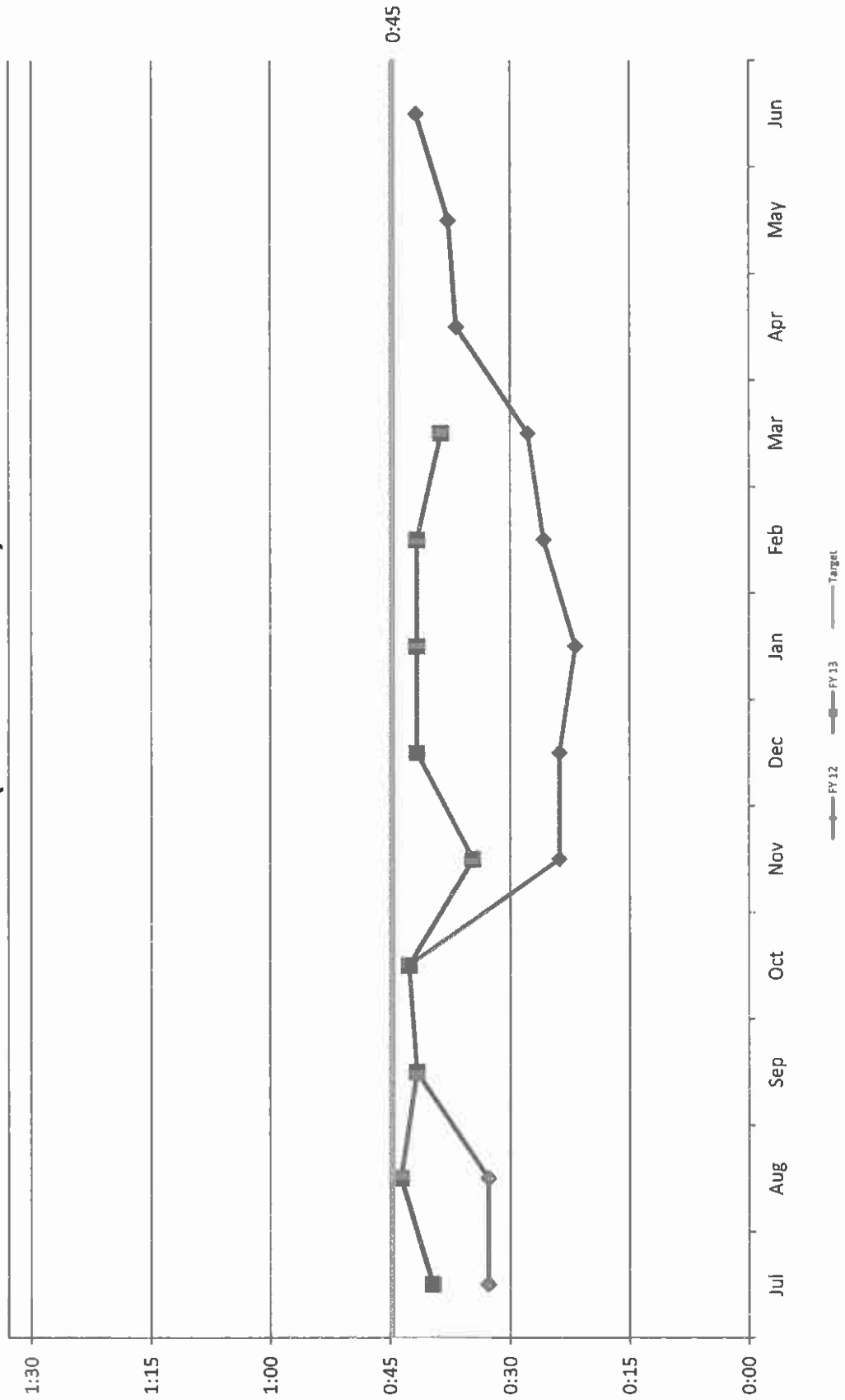
Attachment D: Complaints per 100,000 Boardings (Lower is Better)



Attachment E: Schedule Adherence (Higher is Better)

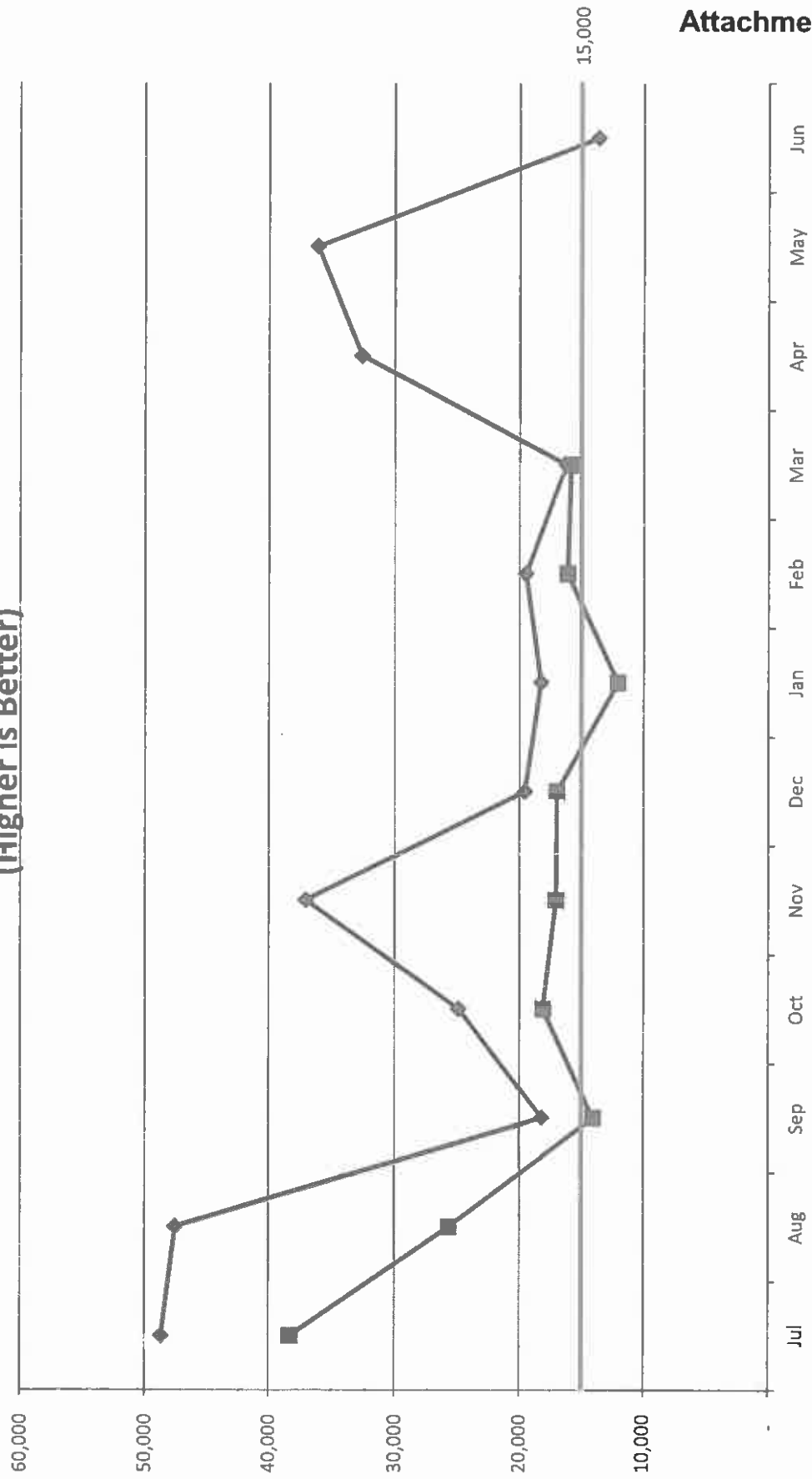


Attachment F: Average Hold Time (Lower is Better)

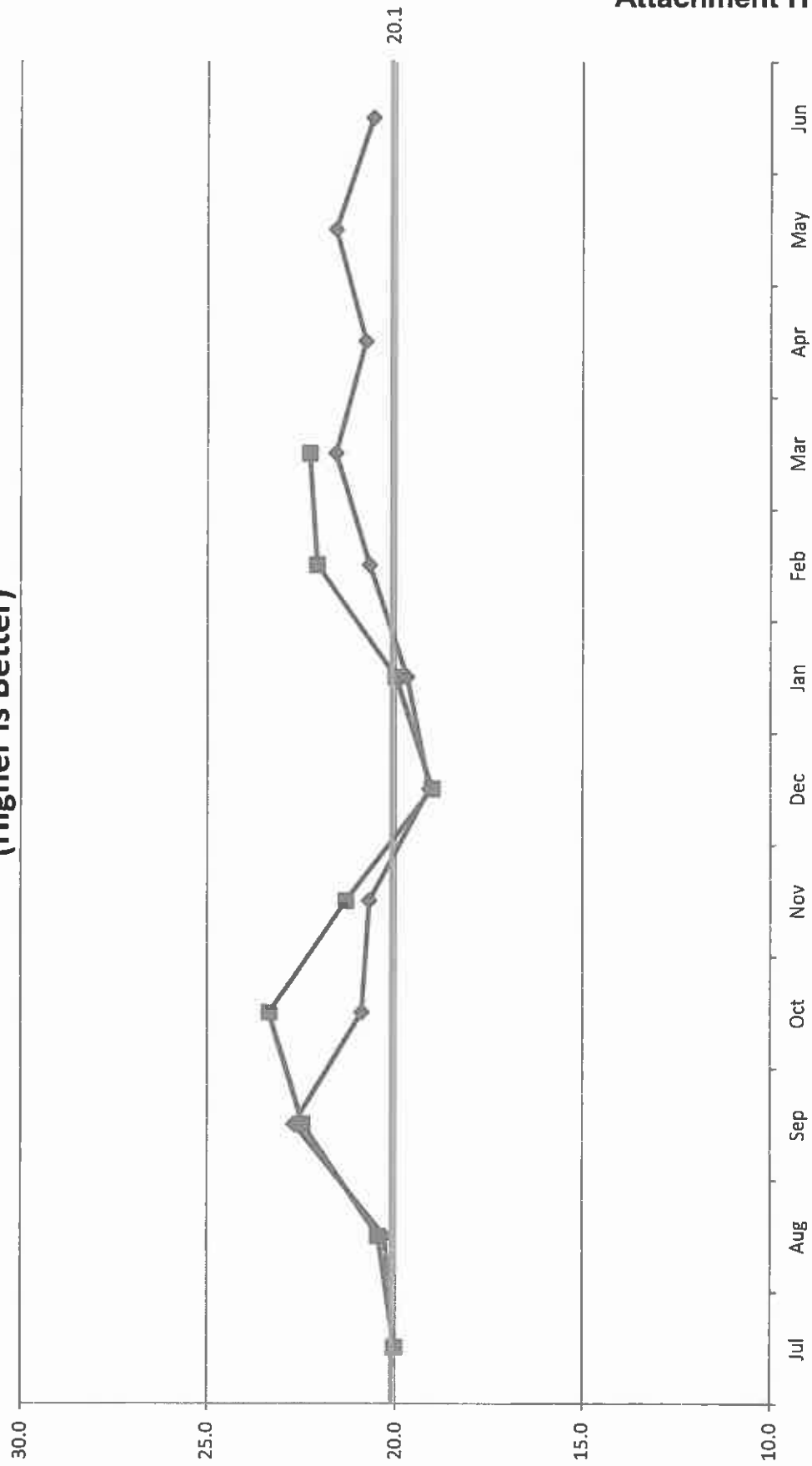


Attachment G: Average Miles Between Service Interruptions
 (Higher is Better)

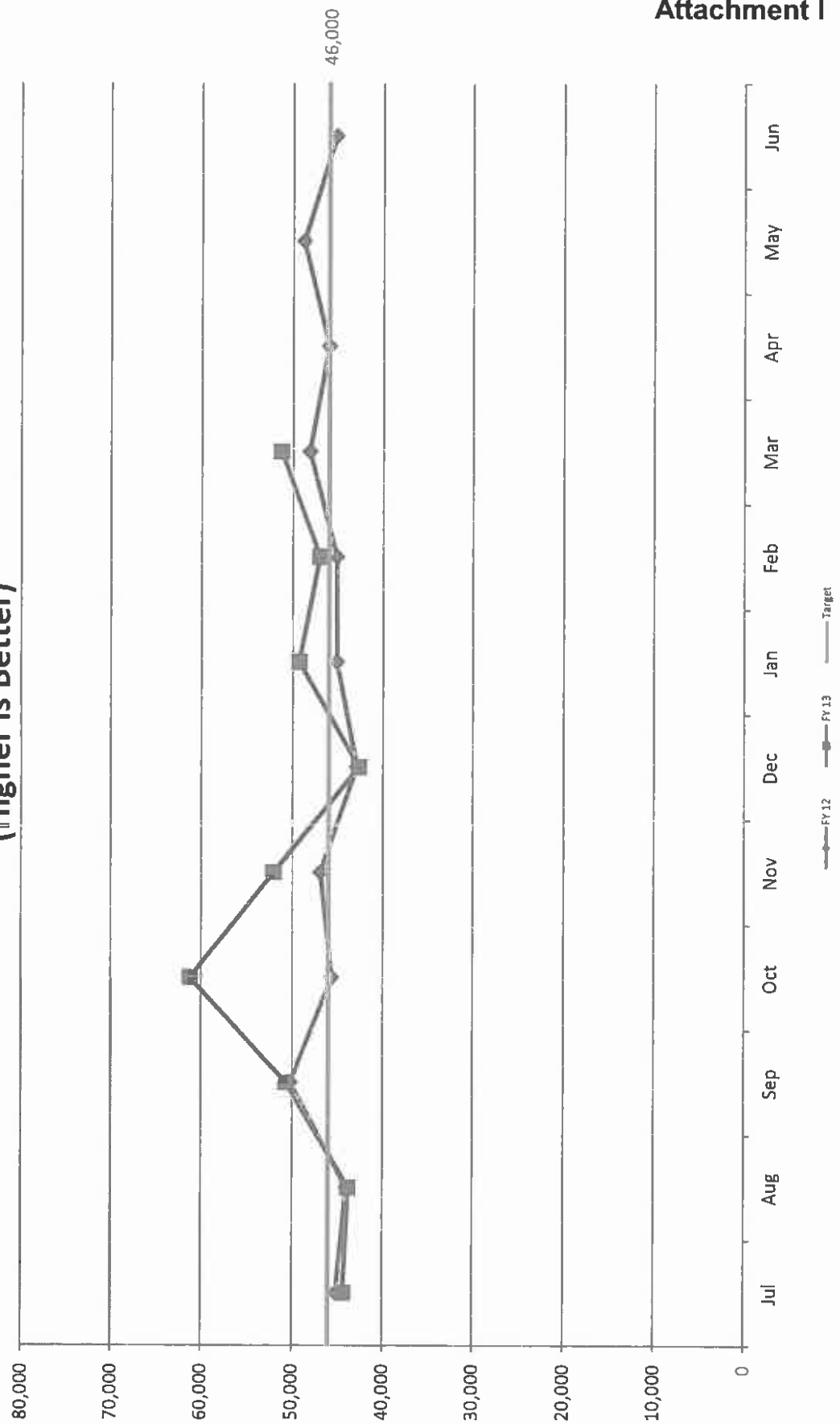
Attachment G



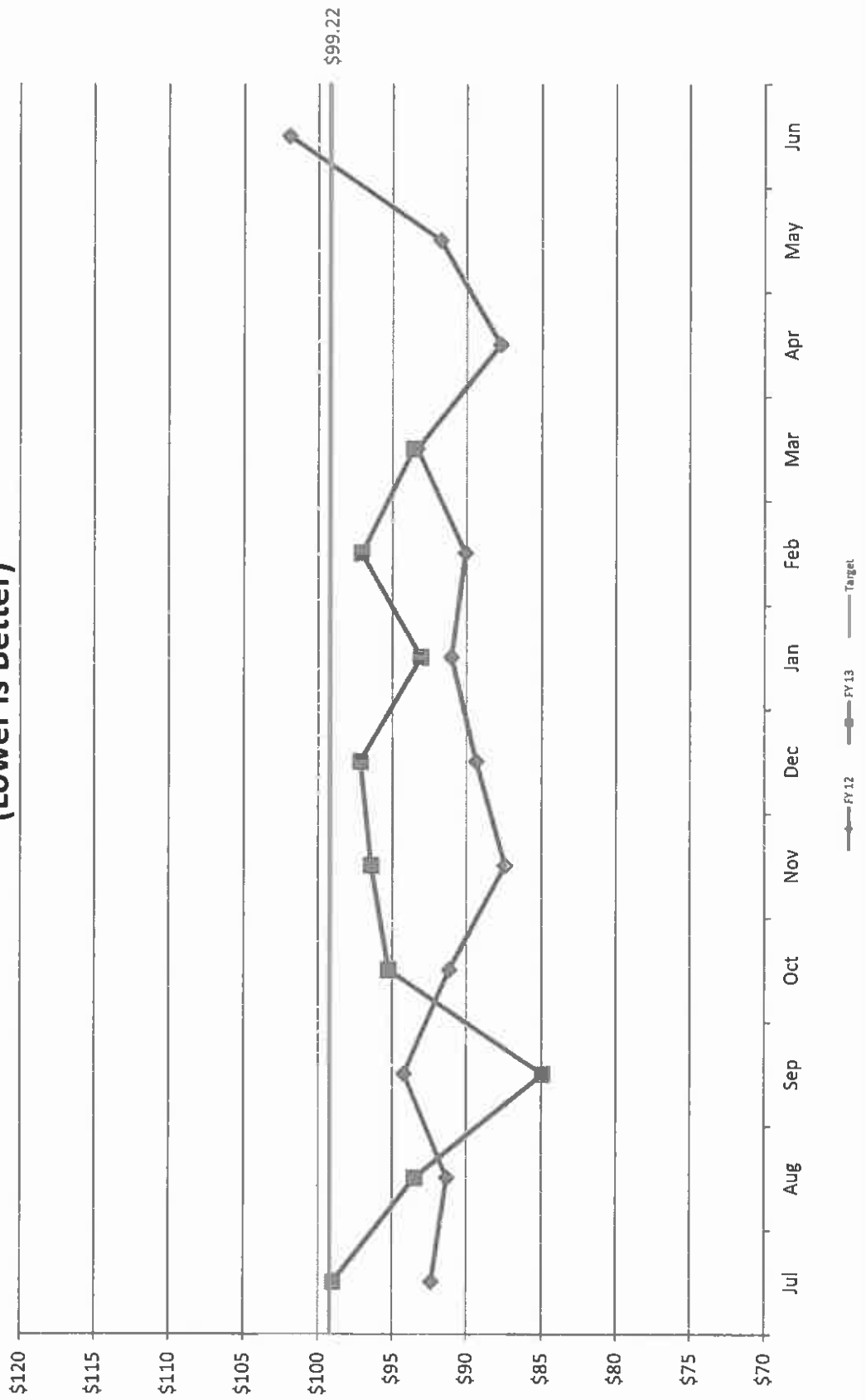
Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



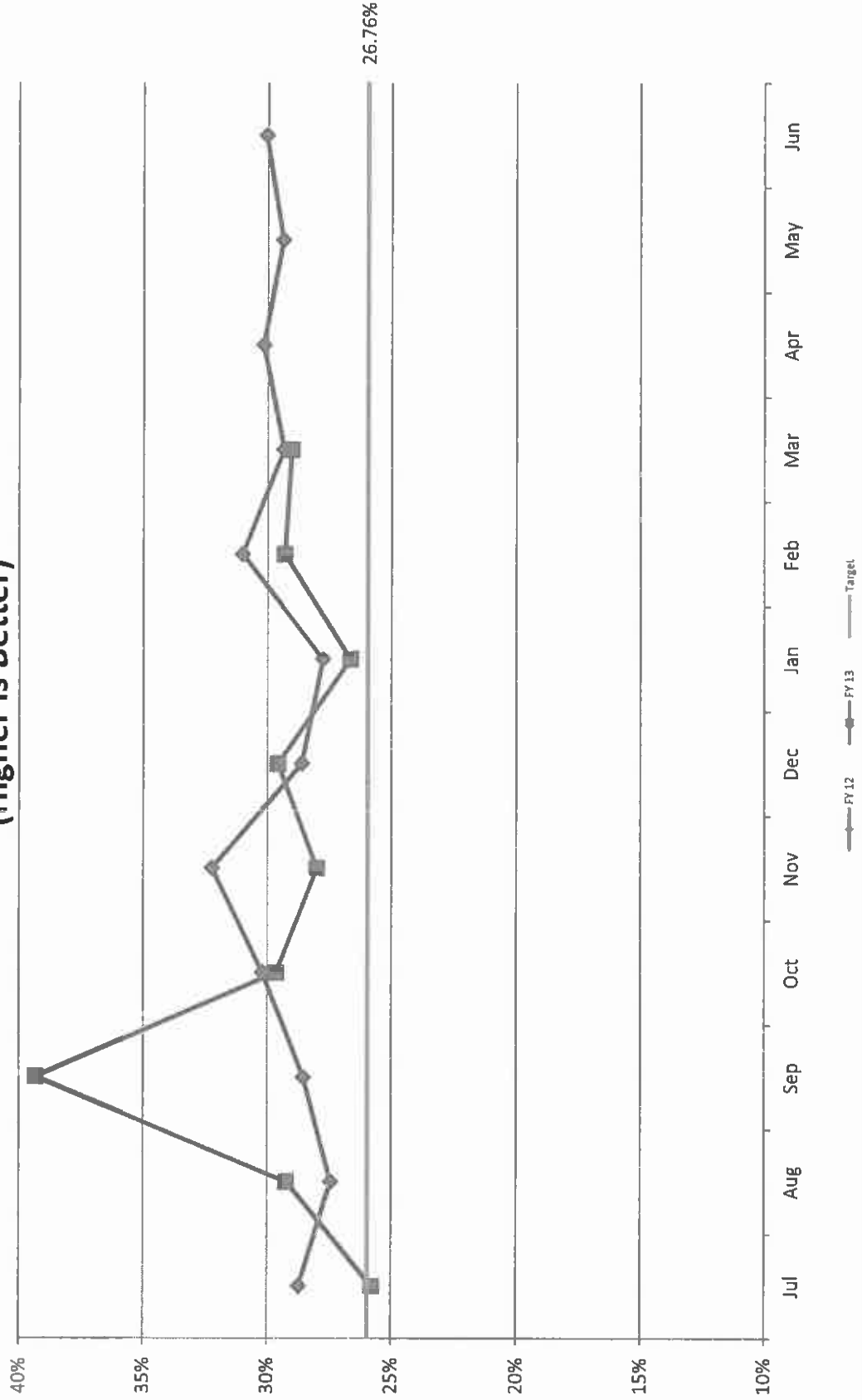
Attachment I: Average Weekday Boardings (Higher is Better)



Attachment J: Average Cost per Vehicle Service Hour
(Lower is Better)



Attachment K: Farebox Recovery Ratio (Higher is Better)



Attachment L: Operations Report - Total System
March-13

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 13 Year to Date	YTD Meets/Exceeds	FY 12 Year to Date	% Improvement
Average Fare per Boarding	\$1.72	\$1.27	-3.92%	\$1.32	\$1.28		\$1.20	-0.96%
Average Cost per Boarding	\$4.20	\$4.33	2.96%	\$4.93	\$4.45	X	\$4.42	-0.77%
Average Subsidy per Boarding	\$2.98	\$3.06	2.56%	\$3.61	\$3.18	X	\$3.13	-1.49%
Total Vehicle Miles	1,139,967	1,117,519	2.01%	N/A	8,678,116	N/A	8,678,532	0.00%
Vehicle Service Miles	871,883	850,826	2.47%	N/A	6,714,283	N/A	6,618,375	1.45%
Total Vehicle Hours	74,916	67,549	10.91%	N/A	569,376	N/A	525,065	8.44%
In-Service Speed	15.7	14.8	6.03%	N/A	12.9	N/A	13.1	-1.46%
Boardings per Vehicle Service Mile	1.42	1.46	-2.82%	N/A	1.56	N/A	1.57	-0.54%